



Field Support Clerk III

Details

Job ID : 294

Title : Field Support Clerk III

Job Code : 715

Salary : \$2,042.00 (Monthly)

Grade : 7

Tenured : YES

Job Departments

- Court Services - Records and Statistics

Purpose

RESPONSIBLE FOR MAINTAINING THE SECURITY AND ACCESS TO COURTNET AND ITS DERIVATIVE SYSTEMS AND INCLUDES ADMINISTRATIVE DUTIES TO SUPPORT ALL COURT SERVICES PROGRAMS.

Required Qualifications

Education : 2 Year College Degree

Education Substitute : Experience for Degree @ 1:1

Experience : 4 Years of Related Experience

Job Required Knowledge

- 4 YEARS OF RELATED EXPERIENCE MUST BE AS A FIELD SUPPORT CLERK II

Job Skills/Abilities

- BASIC COMPUTER SKILLS
- EFFECTIVE COMMUNICATION SKILLS - WRITTEN AND ORAL

Job Preferred Knowledge

- CUSTOMER SERVICE EXPERIENCE

Job Duties

- REGISTERING AUTHORIZED USERS OF COURTNET
- RESOLVE CUSTOMER COMPLAINTS
- TRACK INAPPROPRIATE USE OF COURTNET AND ITS DERIVATIVE SYSTEMS
- PRODUCE AND ASSESS REPORTS TO ASSIST IN STATEWIDE MANAGEMENT
- MONITOR AND ORDER SUPPLIES AND/OR EQUIPMENT
- COORDINATE SCHEDULES AND TRAVEL FOR STAFF AND/OR CONFERENCE MEETINGS
- OTHER DUTIES AS ASSIGNED
- MAY INCLUDE NIGHTS, WEEKENDS, AND HOLIDAYS
- SOME TRAVEL IS REQUIRED